

SMS/800 FUNCTIONS

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THE BELL OPERATING COMPANIES

TARIFF F.C.C. NO. 1
8th Revised Title Page 4
Cancels 7th Revised Title Page 4

SMS/800 FUNCTIONS

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THE BELL OPERATING COMPANIES

TARIFF F.C.C. NO. 1
 25h Revised Page 1
 Cancels 24th Revised Page 1

SMS/800 FUNCTIONS**CHECK SHEET**

Title pages and Page 1 through 61 inclusive of this tariff are effective as of the date shown. Original and revised Pages as named below and Supplement Nos. 1, 2 and 3 contain all changes from the original tariff that are in effect on the date hereof.

<u>Page</u>	<u>Number of Revision Except as Indicated</u>	<u>Page</u>	<u>Number of Revision Except as Indicated</u>	<u>Page</u>	<u>Number of Revision Except as Indicated</u>
Title Page 1	Original	28	3rd	55.1	3rd
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3	2nd	33	Original	60	10th
4	1st	34	2nd	61	10th
5	3rd	35	2nd		
6	1st	36	3rd		
7	1st	37	Original		
8	1st	38	Original		
9	1st	39	1st		
10	4th*	40	1st		
11	4th*	41	Original		
12	1st	42	Original		
13	4th*	43	Original		
13.1	1st	44	Original		
14	2nd*	45	1st		
15	2nd*	46	1st		
16	Original	46.1	1st		
17	1st	46.2	1st		
18	1st	46.3	1st		
19	2nd*	46.4	1st		
20	2nd*	46.5	1st		
21	Original	47	Original		
22	1st	48	2nd*		
23	1st	49	Original		
23.1	Original	50	3rd*		
23.2	2nd	51	2nd*		
24	1st	52	2nd*		
25	2nd	53	2nd*		
26	1st	54	2nd*		
27	2nd	55	3rd*		

* denotes Check Sheet change

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SMS/800 FUNCTIONS**REFERENCE TO TECHNICAL PUBLICATIONS**

The following technical publications are referenced in this tariff and may be obtained from the
SMS-800 website (www.sms800.com). C
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BR 780-004-220	800 Service Management System User Guide: General Procedures		
Issue 19:	November 2001	Available: November 2001	T
BR 780-004-221	800 Service Management System User Guide: 800 Service Management		
Issue 28:	November 2001	Available: November 2001	T
BR 780-004-224	800 Service Management System User Guide: SMS Administration		
Issue 30:	June 2003	Available: June 2003	T

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SMS/800 FUNCTIONS**REFERENCE TO TECHNICAL PUBLICATIONS (Cont'd)**

The following technical publications are referenced in this tariff and may be obtained from the
SMS/800 website (www.sms800.com). C
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SR-4592	Service Management System (SMS)/800 Mechanized Generic Interface Specification		
Issue 9:	July 2003	Available: July 2003	T
SR-STS-002352	SMS/800 – OS Mechanized Generic Interface Industry Test Specifications		N N N
Issue 15, Revision 1:	May 2003	Available: May 2003	

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SMS/800 FUNCTIONS**2. General Regulations****2.1 Undertaking of the Company**

The company provides SMS/800 functions to Responsible Organizations (Resp Orgs) through operation of the SMS/800. SMS/800 is an operations and administrative support system used for the creation and maintenance of call processing records for toll-free telephone numbers. It is also the source of toll-free number availability and reservation status information.

The SMS/800 will receive from the Resp Org the toll free subscriber record and call routing information associated with the toll-free numbers reserved by, or assigned to, the Resp Org. These records will be downloaded to the appropriate Service Control Points (SCPs) and Local Service Management Systems (LSMSs), (hereinafter referred to as databases), based on the area of service indicated in each record, subject to technical constraints.

Historically only the 800 Service Access Code (SAC) was reserved for toll-free calling and was administered through the SMS/800. However, the projected exhaust of toll-free 800 numbers resulted in the industry selection of additional codes to augment the diminishing supply. The additional codes are 888, 877, 866, 855, 844, 833 and 822, which are opened sequentially as existing codes exhaust. The generic term "800 number" throughout this tariff refers equally to all open toll-free codes.

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SMS/800 FUNCTIONS**2. General Regulations (Cont'd)****2.1 Undertaking of the Company (Cont'd)****2.1.1 Scope (Cont'd)****(D) Company Obligations to the Resp Orgs (Cont'd)**

- (2) After a Resp Org has been established pursuant to 2.3.2 following, the Company will assign the Resp Org an SMS/800 logon identification code or codes. The Company will treat Resp Orgs' SMS/800 passwords as proprietary information and will not disclose them to any other party. The Company will be responsible for all charges incurred from any unauthorized use arising from the Company's breach of its obligations under this paragraph.
- (3) The Company will assist the Resp Org in the analysis and resolution of trouble conditions encountered in interfacing with the SMS/800 and will generate resulting trouble reports.
- (4) At the Resp Org's request, the SMS/800 will generate the reports specified in 3.1.3, following.

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SMS/800 FUNCTIONS**2. General Regulations (Cont'd)****2.1 Undertaking of the Company (Cont'd)****2.1.1 Scope (Cont'd)****(E) Operating Assistance**

- (1) SMS/800 will be accessible 24 hours per day, seven days per week. Live coverage will be provided at the Company location for assistance to customers with regard to the operation of the SMS/800 from 6:00 AM through 12:00 Midnight Central Time, Monday through Friday, except for the holidays listed below. This period will be referred to as normally scheduled work hours. Information concerning assistance during off-hours, holidays, and weekends will be provided to the Resp Org when the logon identification code for the SMS/800 is assigned to the Resp Org.

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Holiday List:

New Years Day	Memorial Day	Christmas Day
Independence Day	Labor Day	Thanksgiving Day

- (2) The assistance specified herein will include assistance in resolving any data input problems and correcting any input errors. The contact number for obtaining operating assistance is 888-SMS-3300.

SMS/800 FUNCTIONS**2. General Regulations (Cont'd)****2.1 Undertaking of the Company (Cont'd)****2.1.3 Liability (Cont'd)**

- (J) The Company's failure to provide or maintain service under this tariff shall be excused by governmental orders, civil commotions, criminal actions taken against the Company, court orders, acts of God and other circumstances beyond the Company's reasonable control, subject to the Credit Allowance for a Service Interruption as set forth in 2.4.2 following.

2.1.4 Number Administration

The SMS/800 keeps track of the availability of all toll-free 800 numbers and allows Resp Orgs with number reservation capabilities to search for spare numbers and change their status. The Company, acting upon instructions from the North American Numbering Plan (NANP) Administrator, makes toll-free 800 numbers available or unavailable for use within the SMS/800. Limitations on the quantity of numbers a Resp Org can reserve are based on F.C.C. mandates which are documented in the Industry Guidelines.

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T**2.1.5 Disclaimer of Representations and Warranties**

- (A) This tariff is for services only and does not encompass the sale or license of software, hardware, or any computer system.
- (B) The Company makes no representation or express or implied warranties or guarantees, to the Resp Org or to any third party, concerning the quality of any services provided under or in connection with this tariff. The Company disclaims, without limitation, any warranty or guarantee of merchantability or fitness for a particular purpose, any warranty or guarantee arising from a course of performance, course of dealing or from usages of trade, or any warranty or guarantee against intellectual property claims by way of infringement.
- (C) The Company does not promise, warrant or represent that the services provided under this tariff will be error free or that the SMS/800 will operate without interruption.
- (D) Except as specifically provided in 2.1.3 preceding and 2.4.2 following, the Company is not liable for damages incurred due to SMS/800 down-time, delays or security breaches or errors which may be incurred in connection with the provision of the services described in this tariff.

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SMS/800 FUNCTIONS**2. General Regulations (Cont'd)****2.1 Undertaking of the Company (Cont'd)****2.1.6 Notice of Service Affecting Activities**

The Company will provide the Resp Org reasonable notification of service-affecting activities that may occur in normal operation of its business. Examples of service-affecting activities include, but are not limited to the following.

(A) Scheduled SMS/800 Downtime

Scheduled SMS/800 system downtime is neither an error nor a system malfunction. Routine scheduled system downtime required for such activities as major software installations and environment maintenance and upgrades, will occur approximately every three (3) weeks and will last for approximately eight (8) hours per event. Resp Orgs will be notified of scheduled downtime at least fourteen (14) days in advance of the scheduled downtime event. Non-routine scheduled system downtime, required for such activities as database reorganizations and minor software installation, will be required from time to time, and Resp Orgs will be notified of such non-routine scheduled downtime at least twenty-four (24) hours in advance thereof by means of an SMS/800 electronic mail message. The Company will work with all Resp Orgs to ensure that routine and non-routine scheduled system downtime occurs at the time and in the manner least disruptive to all parties.

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(B) NPA Splits

Resp Orgs will be notified of NPA splits a minimum of one year before the effective date of the change, or as soon as the Company is notified by the NANP Administrator in those cases where a lead time of less than one year is given.

(C) SMS/800 Resp Org Format and Interface Changes

The Company will provide a minimum sixty (60) days advance notice to Resp Orgs of any changes in the screens used to input data on-line into the SMS/800 and for specification changes in the Mechanized Generic Interface. The Company will also notify Resp Orgs of any significant retraining as may be required by a major update, modification, and/or enhancement to any SMS/800 procedures which affect the Resp Org. The scheduling of any necessary formal retraining will be handled by the Company.

SMS/800 FUNCTIONS**2. General Regulations (Cont'd)****2.3 Obligations/Responsibilities of the Resp Org (Cont'd)****2.3.7 Additional Responsibilities of the Resp Org**

- (A) The Resp Org is responsible for accessing the SMS/800 to reserve numbers, to construct and modify 800 subscriber records and to schedule the date for downloading each record to the necessary databases. The Resp Org is solely responsible for the accuracy of this information, and for assuring that all required information is input or transmitted to the SMS/800 in the proper format as specified in BR 780-004-221, 800 Service Management System User Guide: 800 Service Management and in SR-4952, Service Management System (SMS)/800 Mechanized Generic Interface Specification. The Company may modify that format under the conditions set forth in 2.1.6(C) preceding. C
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- (B) The Resp Org will provide and maintain the hardware needed for its interface with the SMS/800. The hardware and link specifications for the SMS/800 are contained in 3.3 following.
- (C) The Resp Org is responsible for assuring that its number search and number reservation activities are consistent with Section 2.2.2 of this tariff.

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SMS/800 FUNCTIONS**3. Service Offerings (Cont'd)****3.1 Service Available to 800 Resp Orgs****3.1.1 Number Search and Reservation**

The SMS/800 provides the Resp Org the ability to search for and reserve ten digit toll-free 800 (NPA-NXX-XXXX) numbers that reside within the database. The results of the search are the current status of a specified number or a display of a spare number. Unless specific instructions are given by the Resp Org, the SMS/800 does a random selection of spare numbers. If the number is spare, the Resp Org can reserve that number for up to 45 calendar days.

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The status of a toll-free 800 number can be changed by the Resp Org, or in limited cases by the Company. The status can also be changed automatically by the system, based on predetermined criteria contained in the 800 subscriber's record.

Number statuses recognized by SMS/800 are defined in BR 780-004-221, 800 Service Management System User Guide: 800 Service Management.

3.1.2 Customer Record Creation and Modification

The Resp Org will have the ability to create new and modify existing 800 Customer Records in the SMS/800 and schedule the date and time that the records are to be activated at the affected databases. The SMS/800 will update the appropriate databases based on the area of service indicated in the Customer Record, consistent with the effective date and time stated on the Customer Record.

The 800 Customer Record contains all data relevant to a particular toll-free 800 number, including:

- a unique toll-free 800 number
- the date the 800 Service activation or change is to become effective (Effective Date)
- the time the service becomes effective (Time)

SMS/800 FUNCTIONS**3. Service Offerings****3.2 Service Assistance Corrective Actions**

As part of the service provided to Resp Orgs, the Company will provide assistance and/or take corrective actions, as necessary, 24 hours daily if the Resp Org experiences difficulty logging on to SMS/800 or performing number search and reservation functions or when the Resp Org cannot create or modify call processing records.

If the Company is unable to solve a problem immediately, Company personnel will advise the Resp Org of the status of the problem at agreed-upon intervals until the problem is resolved or an alternative access arrangement is put into place, whichever occurs first.

3.3 SMS/800 Access

Resp Orgs have the option of accessing the SMS/800 via a dial-up , dedicated, or internet connection.

Dial-up access allows a Resp Org to connect a terminal to the SMS/800 by use of a "Smart" card for security purposes, a modem and a telephone line. Dial-up can only be used for terminal access to SMS/800. Data can be transmitted at speeds up to 56.0 Kbps over dial-up lines. The print function (downloading reports from SMS/800 to local printers) is not available using this type of access.

Dedicated access allows a Resp Org to connect directly to the SMS/800 via a Resp Org secured communications link. Interface speeds up to 384 Kbps are supported for terminal and mechanized interface access. C

Details pertaining to these communications links are set forth below. It is the responsibility of the Resp Org to secure and maintain the communications links.

Internet access permits a Resp Org to connect to the SMS/800, via an Internet Service Provider, by use of a "Smart" card for security purposes. Downloading of certain reports is possible with internet access.

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SMS/800 FUNCTIONS**3. Service Offerings (Cont'd)****3.3 SMS/800 Access (Cont'd)****3.3.1 Dial-up Terminal Access Requirements****(A) Equipment**

The following types of equipment are illustrative of the types required for dial-up access connections:

(1) Compatible Modems

SMS/800 supports dial connections at speeds of 300 BPS to 28,800 BPS via modems compatible with the following standards:

ITU-T V.34, V.32 bis, V.32, B.22 bis, V.22, V.21, Bell 212A, and Bell 103.

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(2) Compatible Terminal Types

- 81BM 3101, IBM 316X, VT100, PC VT100, DS40/2, HARDCOPY, DM1521, DM15020, DM3045, ATT5418, TV1912, TV1920, TV1950R, TVIPT, PLOTTER, HEATH19, PROCOMM, ADM3A, ADM31, TYPETERM, HP2622.
- Personal Computer Software that emulates the above, e.g., XTALK.

(B) Information Requirements

Access via Dial-up and Internet connections is accomplished with the use of a Smart Card, as defined in 2.7 preceding. The Resp Org must ensure that the appropriate seed information is programmed in the SMS/800. If the Resp Org obtains the Smart Card from the Company, this will be taken care of by the Company. If the Resp Org uses an existing Smart Card or a card from a different source, the Resp Org must provide the seed information in tape format. The card number and pin number must also be provided.

3.3.2 Dedicated Terminal Access Requirements**(A) Equipment**

The following types of equipment are illustrative of the types required for dedicated connections used for terminal access. Dedicated access should be provided using digital dedicated links.

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SMS/800 FUNCTIONS**3. Service Offerings (Cont'd)****3.3 SMS/800 Access (Cont'd)****3.3.2 Dedicated Terminal Access Requirements (Cont'd)****(A) Equipment (Cont'd)****(1) Controllers**

- IBM Synchronous 3270 or compatible controller from another vendor.
- Controller must support up to 56.0 Kbps data transmission rates.
- Maximum recommended line configuration for a multi-point line is five remote drops with sixteen terminals per drop.

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D**(2) Terminals**

- IBM 3270 type terminal or compatible (e.g., IBM 3278)
- Standard EBCDIC character set
- 24 x 80 screen image
- At least 12 program function (PF) keys
- PA1, PA2, CLEAR, and TAB keys

(3) Printers

- IBM 3270 type printer or compatible (e.g., IBM 3286)
- 80 column output
- EBCDIC SNA character set (SCS) support, IBM option

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SMS/800 FUNCTIONS**3. Service Offerings (Cont'd)****3.3 SMS/800 Access (Cont'd)****3.3.2 Dedicated Terminal Access Requirements (Cont'd)****(B) Information Requirements**

When connecting to the SMS/800 on a dedicated basis, the Resp Org must provide certain information to the SMS/800 Data Center. The address and telephone number are:

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801 Chestnut Street, Room 5300B
St. Louis, Missouri 63101
Phone: 888-767-3300, Option 2

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Information to be provided includes:

- Name of Interexchange Carrier (IC) providing the connection, or Local Exchange Carrier (LEC) if the Resp Org is located in the same LATA as the SMS/800,
- Carrier circuit number,
- Carrier service order number, and
- Due date for circuit installation

3.3.3 Mechanized Generic Interface (MGI) Access Requirements

The Resp Orgs may also elect to interface with the SMS/800 on a mechanized basis. The SMS/800 Mechanized Generic Interface (MGI) facilitates the transfer of number administration and customer record administration data between SMS/800 and other Operations Systems (OSs) belonging to the Resp Org in order to support the various operations functions performed by SMS/800. The interface is a two-way interface in the sense that data will flow to and from an OS.

The SMS/800 to OS interface consists of five protocol layers: (1) the physical layer; (2) the link layer; (3) the packet layer; (4) a User Application Layer (UAL); and (5) the User Program Layer (UPL). The physical, packet, and link layers comprise the Transport Service, which provides an error-free communication path for the transfer of data between sites. It relieves application layers of any concern about the way in which reliable data transfer is achieved. UAL provides the Application Service functionality, which performs the necessary high-level protocol functions not supplied by the Transport Service. The functionality includes request/reply correlation, site-to-site confirmation, message queuing, message priority, message segmentation, and system or link failure/recovery. The UPL is concerned with the specific application messages themselves.

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SMS/800 FUNCTIONS**3. Service Offerings (Cont'd)****3.3 SMS/800 Access (Cont'd)****3.3.3 Mechanized Generic Interface (MGI) Access Requirements (Cont'd)**

The MGI is described in detail in SR-4952, Service Management System (SMS)/800 - Mechanized Generic Interface Specification

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3.4 Batch Update Process

In addition to providing for 800 record creation and modification through direct interaction with the SMS/800, the Company also provides for record creation and modification via a batch update process.

The batch update process allows the Resp Org to transmit information to create, modify or disconnect 800 numbers in a tape format. It does not provide for number search and reservation functions.

Before a Resp Org can use the batch update process, an initial test tape must be provided to the Company. Tests will be performed to verify the tape format and to ensure that the Resp Org's record updates are properly generated, acted upon and responded to. A charge will be assessed for this testing either on a daily or hourly basis, as set forth in 4.2(F).

Batch update tapes must be sent via registered U.S. mail to:

SMS/800 Data Center
801 Chestnut Street, Attn: 3rd Floor Tape Library
St. Louis, Missouri 63101

When the batch update method is used, the Resp Org will be assessed an additional charge, as set forth in 4.2(F) following.

Reports and tapes generated during the batch update process, along with Resp Org input tapes, will be returned to the Resp Org via overnight courier. The courier will be instructed to bill the recipient for shipping changes.

3.5 Mechanized Generic Interface (MGI) Testing

Before OS to SMS/800 total system integration, Mechanized Generic Interfaces (MGIs) must be tested thoroughly to confirm data communications integrity. Resp Orgs planning to use the MGI method of access must comply with specific laboratory and field testing requirements prior to being allowed to access the SMS/800 via an MGI. A unique testing logon ID will be assigned for such testing.

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SMS/800 FUNCTIONS**3. Service Offerings (Cont'd)****3.5 Mechanized Generic Interface (MGI) Testing (Cont'd)****3.5.1 Laboratory Test Requirements**

The laboratory test consists of the following test phases: Telcordia Protocol Conformance Testing Facility (BPCTF-applicable for supporting the X.25 protocol only); User Application Layer (UAL) Testing; User Program Layer (UPL) Testing ; and Volume Testing. Detailed testing requirements are set forth in SR-STS-002352, SMS/800 OS Mechanized Generic Interface Industry Test Specifications.

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T**3.5.2 Field Test Requirements**

Field testing will be conducted on a one-on-one basis. Five types of field testing will be conducted. These are: Communications Protocol testing, User Application Layer (UAL) testing, User Programming Layer (UPL) testing, Volume testing and Line Failure/Outage/Disaster Recovery testing. Detailed testing requirements are set forth in SR-STS-002352, SMS/800 OS Mechanized Generic Interface Industry Test Specifications.

3.5.3 Test Duration

Initial MGI testing will take four months. Requests for initial MGI testing must be received at least four months in advance of the proposed testing start date. Additional testing may be requested by the Resp Org, with advance notice. When such additional testing is requested, additional charges will be assessed, on an hourly basis.

3.5.4 Technical References for Testing Requirements

MGI laboratory tests and field tests are described in detail in SR-STS-002352, SMS/800 OS Mechanized Generic Interface Industry Test Specifications.

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